

## Role Profile

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### Role Details

Role Title	Complaints Assurance Manager
Pay band	5
Civil Service grade	HEO
Civil Service Behaviours level	3
Business unit	Operations
Reporting to	Head of Complaints Assurance
Date produced or updated	May 2021

### Purpose of Role

- To assure the complaint function undertaken by our business partners
- To be the main interface between NS&I and the Financial Ombudsman Service (FOS) to negotiate an acceptable outcome and protect the NS&I brand
- To act as a single point of contact feeding into the Customer Experience team to provide actionable insight
- To analyse Root Cause data and make recommendations for improvement to processes and service

### Key responsibilities

- Undertake assurance work of the complaint function by quality assuring complaint responses to customers, listening to customer calls within both the Customer Interaction Centre (CIC) and the Customer Care Team (CCT) to ensure complaints have been identified at first point of contact and responded to correctly.
- Work closely with the Quality Assurance team within our business partners to feedback on areas for development for specific CIC and CCT operatives.
- Through Quality Assurance identify areas for service delivery and process improvement to support and enhance the customer experience.
- To collate customer service metrics for complaints root cause and to assist in the preparation of key customer service reports to various governance forums and key partners
- Manage high profile and complex cases to ensure compliance with the Financial Conduct Authority (FCA) dispute resolution rules and business rules for Business to Business complaint cases.
- To review and understand complex legislation, terms & conditions as they apply to particular cases.
- Identifying new potential areas of legislation that may cause impact on the customer experience and initiate discussions with internal stakeholders
- Manage the reputational risk to NS&I by negotiating appropriate resolutions to complex cases whilst maintaining good relationships with key stakeholders i.e. FOS
- Make recommendations to improve the customer experience from findings of cases referred to and accepted by FOS
- Assimilate and digest large volumes of information in order to maintain a quick turnaround
- Develop the capability of direct reports in line with business needs and individual ambitions as when required
- Carry out detailed root cause analysis on specific complaint trends and feed recommendations into the Customer Experience team
- Identify new meaningful root causes not captured within the complaints management system
- To support the NS&I Incident Management Process as required
- Investigate & reply to Ad Hoc requests from other NS&I stakeholders e.g. Media/Product/Compliance
- Support the complaint team administrator

## Relationships

Internal	External
<ul style="list-style-type: none"><li>• CEO and other directors</li><li>• Media team</li><li>• Wider NS&amp;I as required</li></ul>	<ul style="list-style-type: none"><li>• Outsourcing partners</li><li>• HM Treasury</li><li>• Financial Ombudsman Service</li><li>• NS&amp;I Customers</li><li>• Members of Parliament</li></ul>

## Person specification

<p><b>Essential experience</b></p> <ul style="list-style-type: none"><li>• Extensive experience of complaints/service recovery handling gained within a regulatory environment</li><li>• Experience of working within a customer support/service organisation within financial services</li><li>• Experience of analysing root causes of complaints and feeding into service/business improvement</li></ul> <p><b>Essential technical knowledge and skills</b></p> <ul style="list-style-type: none"><li>• A working knowledge of savings and investments products and the supporting legislative framework</li><li>• Able to use own judgement to make decisions, especially with complex cases</li><li>• Excellent negotiating and influencing skills</li><li>• Ability to manage conflicting priorities appropriately</li><li>• Strong interpersonal skills</li></ul> <p><b>Desirable qualifications and experience</b></p> <ul style="list-style-type: none"><li>• Knowledge and/or experience of working with the Financial Conduct Authority dispute resolution rules</li></ul>
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## Civil Service Success Profiles Behaviours Framework – Level 3

We will use the following Behaviours to select against

- Changing and Improving
- Communicating and Influencing
- Working Together
- Managing a Quality Service
- Delivering at Pace